LONDON BOROUGH OF RICHMOND UPON THAMES

LOCAL HIGHWAYS MAINTENANCE TRANSPARENCY REPORT

DATE: JUNE 2025

Our highway network

1. The Council in its capacity as Highway Authority has a statutory duty to maintain and manage its highway asset in a safe and reliable condition under Section 41 of the Highway Act 1980.

2. The highway network is the largest, most visible, and valuable asset of the Borough, helping to shape the character and quality of the local area. The performance of the highway network affects the lives of everyone who lives in or visits our Borough.

3. The Council is responsible for maintenance of approximately 380km of carriageways and 700km of footways. We adopt Highway Asset Management principles which sets out a strategic approach that is based on the need to repair our assets on a regular basis, before they fail, to extend their lifespans and reduce repair costs in the long term to provide the best value for money for the Council.

4. The availability of a safe and serviceable highway network is essential to allow ready access around and through the borough, as well as, providing access to residents and businesses. Richmond's economic vitality depends upon highway links that are safe and fit for purpose. The management of this valuable asset is, therefore, one of the utmost importance.

Highway Network

Classification	Length (Km) approx.
A Roads	49.20
B & C Roads	42.00
Unclassified Roads	288.80
Footways	700.00
Cycleways	10.05*
Other	Not available

*Provisional figures

Highway Assets

Highway Assets	Asset Type	Quantity (Nos.) approx.
Highway Bridges	All types	85
Highway Drainage	Gullies	17,828
Street Lighting	Columns	15,220
Other	N/A	Not available

Highways maintenance spending figures

Year	Capital allocated by DfT (£,000s)	Capital spend (£million) approx.	Revenue spend (£million) approx.	Estimate of % spent on preventative maintenance	Estimate of % spent on reactive maintenance
2025/26	£664	£7.00	£1.8	74.29%	25.71%
2024/25	£204	£2.70	£1.8	33.33%	66.67%
2023/24	£204	£2.70	£1.8	33.33%	66.67%
2022/23	£0	£2.70	£1.7	37.03%	62.96%

Additional information on spending

5. There has been a sustained challenges in highway maintenance investment going back many years with an ever-increasing gap between asset needs and available budgets. This is a national challenge which has resulted a deterioration of the condition of footways and carriageways.

6. Revenue funding is spent on reactive maintenance such as potholes and defective paving repairs. Capital funding is spent on activity which prolongs or improve the condition of the highway assets such as footway reconstruction and carriageway resurfacing.

7. The Council highway asset, like many other Highway Authorities' highway asset, has been in a managed decline position for a number of years. Highways that are old and beyond their design life are increasingly fragile and less resilient to damage from wear and tear from heavier cars, buses and HGVs traffic and also more prevalent adverse weather conditions.

8. Once a road reaches a bad enough condition, more expensive structural repairs, complete replacement or even closure are likely to follow which will have legal, financial, social, and environmental implications.

9. In order to take a more proactive approach to how the Council looks at the public highway, investment scenario modelling was undertaken by Metis Consultants to estimate the investment required to either sustain the road and pavement network in a steady state (i.e. to maintain the condition as existing) or to improve the network condition to varying levels (i.e. to improve the condition to achieve better performance closer to or at 0% defects). The modelling showed it would take vast investment to bring the network to a position of 0% defects but that substantive additional investment would not only stop the present managed levels of decline but lead to better of the current network.

10. The extra money has been forecast on the basis of providing a gradual uplift to the quality of pavements and roads in the borough and to achieving the Council's wider priorities of improving the social, economic and environmental well-being of Richmond's communities. The benefits will include but are not limited to the following:
    - reduce the reactive maintenance works required, hence saving on the future revenue funding required.

- improve the condition of the footways and carriageways for everyone who lives in or visits the borough.
- reduce the claims the Council receives for accidents and injuries on defective highways.
- improve the safety to all forms of the travelling public.
- Improve customer satisfaction and reduce customer complaints.

11. The Council's additional investment increase from £2.7million to £7million in 2025/26 would assist to stop the trend of continual annual decline in the network condition and enable significant improvements over time. This strategic approach aims to improve the overall condition of the borough's road network by investing more heavily in preventative measures, which are generally more cost-effective over the long term.

12. This approach supports the Council's broader commitment to sustainability, value for money, and service improvement—ensuring that investments in the borough's infrastructure deliver maximum benefit for residents both now and in the future

13. The additional funding from DfT is in addition to the Council's agreed investment for highway maintenance and is to complement and not displace current levels of funding. The additional funding from DfT in 2025/26 is allocated to be spent on the following highway maintenance programme:

Street Name	Note
Alexandra Road (East Sheen)	Entire Road - Carriageway Resurfacing
The Byeway (North Richmond)	Entire Road - Carriageway Resurfacing
Hanworth Road (Hampton North)	Areas through road – Footway Renewal)
Victoria Road (Mortlake & Barnes Common)	Areas through road – Footway Renewal)
St Margaret's Road (St Margaret's & North Twickenham)	Additional footway extension works up to the TfL Boundaries – Footway Renewal
Bus Stops and Potholes Repairs	Areas throughout the borough (Carriageway Repair)

14. The Borough's annual Highway Maintenance Programme can be found via the Council's website - https://cabnet.richmond.gov.uk/ieListDocuments.aspx?CId=803&MId=500000320&Ver=4

Condition of local roads

15. Based on the last Detailed Visual Inspection (DVI) conditions survey undertaken in 2021/22, the percentage of roads and pavement with defects that require intervention such as resurfacing, were as follows:

- Principal Roads (A road) – 44%
- Non-Principal Road (B & C Roads) – 43%
- Unclassified Roads - 50%
- Pavements/footways – 49%

16. As part of continuous service improvements, cost savings and efficiency gains, we are looking at the use of Artificial Intelligence (AI) to gather further road condition survey information to support condition monitoring and decision making about asset management. We will consider and trial this AI survey over the next few years as appropriate.

17. The AI surveys will be key component of the Council's asset management strategy and will be used to monitor deterioration trends, inform maintenance planning, and support the development of a data-led highway maintenance programme

18. From the 2026 / 27 financial year, a new assessment methodology based on the BSI PAS 2161 standard will be introduced nationally. Under this revised approach, Local Highway Authorities will be required to use suppliers accredited against PAS 2161. Wandsworth Borough Council will ensure that any contractor appointed for future condition surveys holds this accreditation.

Additional information on condition

19. In order to manage the highway asset in an efficient and effective way, we carry out an independent detailed visual survey (DVI) that conforms to the United Kingdom Pavement Management System (UKPMS), with the results ranked according to the structural condition index.

20. The Council's 2025/26 Highway Maintenance Programme (HMP) is compiled using information from a number of sources primarily condition-based surveys, but investigations and assessments by officers and engineers play the key part in the process. The resulting proposed programme for 2025/26 is detailed in Appendix 1A (Available on the link https://cabnet.richmond.gov.uk/ieListDocuments.aspx?CId=803&MId=500000320&Ver=4

21. In addition, we carry out visual inspections conducted by our experienced highway maintenance engineers and technical staff to assess and validate the DVI survey.

22. The Council Inspection and Enforcement team also carry out regular safety inspections of all principal roads and non-principal roads. Footways and carriageways surrounding Hospitals, Health Centres/GP Surgeries, Schools, Senior Citizens Homes and busy routes are inspected more regularly depending on the risk and conditions. The inspections frequencies and investigatory levels have been developed in accordance with the recommendations of the Code of Practice for Highways Maintenance published by the U.K. Roads Board in 2016.

23. The information collated from the DVI survey and highway Inspectors are further assessed and validated in conjunction with site specific information to produce the provisional programme. In addition, we apply a number of other factors which have an influence on prioritisation and provision programme. These include:

- Environmental and Legal/Safety Risks – factors that have an impact on damage to property, third party claims and accidents.
- Whole life cost consideration – e.g. preventative maintenance, reduction in reactive maintenance costs.
- Highway classification – route/usage importance.
- Locality – factors that have an impact on environments, schools, hospitals, GP, Place of worship, community centres and rail/bus stations.

- Reference to the Council's Indices of Multiple Deprivation (IMD) to ensure that consideration is made of investment in some of the more deprived areas of the borough.

24. If highways are allowed to reach their 'end of life' the repairs are usually very expensive and consequently only a few roads can be tackled from a fixed budget. This can lead to a situation where, due to the lack of timely repair to other highways, the overall network deteriorates. This in turn results in a higher number of urgent/reactive repairs being required which is not cost effective and does not provide a long-term solution.

25. Relying solely on dealing with major defects offers poor value for money, so data analysis assesses the condition across the whole network, allowing us to review and develop work programmes annually. This ensures that highways are treated before their condition becomes too bad and the cost of repair becomes significantly more expensive.

26. In addition to its own funding, the Council previously received an annual grant settlement from Transport for London (TfL) to maintain the Borough Principal Road Network (BPRN) ('A' Roads) which was available until 2018/19. TfL funding for the BPRN has been considerably reduced throughout London in recent financial years and is now limited to a central amount that boroughs have to bid for competitively. Funding of £200,000.00 was secured in 2023/24, 2024/25 and 2025/26..

27. TfL funding for the BPRN continues to fall short of what is needed, which has had a negative effect on the condition of the Borough's A roads. If funding from TfL or DfT or other sources become available, additional roads will be considered for resurfacing and repairs.

Plans

Overall strategy

28. Richmond Council Highways Maintenance Plan is aligned with the national Code of Practice for Well-Managed Highway Infrastructure (WMHI) which is currently being reviewed to reflect any updates in best practices.

29. All publicly maintained roads in the borough are subject to a programme of routine safety inspections, carried out by fully qualified and accredited engineers. These inspections, alongside the road condition surveys, ensure that safety defects are addressed promptly and inform a data-led approach to the borough's annual planned maintenance programme.

30. The Council is committed to transparency in highway works. Annual highway maintenance programmes are published on the Council's website, while reactive maintenance and street works can be tracked via the online Streetworks Register.

31. As part of continuous improvements, we will be looking to trial innovative and suitable products which will provide benefits to our environment in terms of both performance and aesthetics, but cost effectiveness will also be an important factor in the decision making.

32. There is a comprehensive list of requirements on the Council's public realm and highways contract to take measures to limit negative impact on the environment. This includes but is not limited to reduction in waste, re-use of materials, use of low emission vehicles, Vehicle idling, reduce noise, dust and vibration. Where possible and practical, negative impacts will be removed, designed out or avoided and positive impacts maximised.

33. By combining robust condition data with a proactive funding strategy, the Council aims to optimise maintenance delivery, reduce the need for reactive repairs, and minimise disruption to residents, businesses, and visitors.

Streetworks

34. The Council is committed to minimising disruption caused by streetworks under TMA 2004, NRSWA 1991 and ensuring they are planned and coordinated effectively. To achieve this, the Council has implemented the following measures:

- **Permit Scheme Operation:** The Council operates a robust permit scheme which requires all street-works promoters/developers to obtain approval from the Council's Network Management before starting works on site. This allows the Council and key stakeholders such as TfL, London Buses and others to assess the impact of proposed works with a view to mitigate the impact and apply conditions to minimise congestion and inconvenience to the residents, businesses and visitors.

- **Advance Planning and Coordination:** All street-works are scheduled through a centralised planning system via Network Management, allowing for better coordination between utility companies, contractors, TfL, London Buses council departments and others. This helps prevent overlapping works and ensures efficient use of road space.

- **Use of Technology:** Real-time systems are in place to monitor road conditions and track ongoing works. This allows for dynamic responses to emerging issues and better public communication through digital signage and online updates.

- **Stakeholder Engagement:** Regular coordination meetings are held with utility companies and key stakeholders to discuss upcoming works and resolve conflicts before they arise.

- **Work Timing Restrictions:** Restrictions are applied to certain roads and peak periods to ensure that works do not unduly affect traffic flow, especially during rush hours, weekends, or public events.

- **Public Communication:** Richmond keep residents and businesses informed through timely notifications, local signage, social media, and the council website, helping them plan around any potential disruption.

- **Inspections and Enforcement:** Regular site inspections are carried out to ensure that work is completed to standard, timelines are respected, and reinstatements are satisfactory. Non-compliance is addressed promptly.

- **London Lane Rental:** The Council have engaged with TfL and are actively looking into the adoption of the London Lane Rental scheme for our roads with the highest traffic sensitivity to help minimise the impact of works in these areas. Through these measures, our authority aims to ensure that street-works are carried out efficiently while keeping disruption to a minimum for all road users.

Climate change, resilience and adaptation

35. The Council's partnership with its Public Realm and Major Highway Works Term Contractor, FM Conway Ltd, is built on a shared commitment to delivering a high-performing, socially responsible service that enhances residents' wellbeing and supports local businesses. The contract covers a wide scope of works, including the following:

- Highway maintenance and improvement.
- Public realm improvement.
- Traffic and Environment improvement.
- Drainage and street furniture.
- Bridge and highway structure works

36. The partnership supports key priorities of the Council's Plan, including a more sustainable Wandsworth, safer neighbourhood, reduced carbon emissions, improved accessibility, and greater resilience across the borough.

37. Environmental sustainability is embedded within the contract. FM Conway's fleet includes electric vehicles, and materials used in highway works are sustainably sourced or recycled where possible. The Council is also looking into innovative low-waste road repair products and techniques to further reduce its carbon footprint.